

Last Updated: 09/16/2020

# MO ACTS Release Notes

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NEW SYSTEM FUNCTIONALITY



Missouri's Advanced Contact Tracing System

# Release Notes

## Missouri's Contact Tracing Platform

This document includes important information about new MO ACTS functionality and system enhancements from each build release. Use this guide to understand the step by step processes about adjustments, improvements and changes within the MO ACTS platform.

Section (click for details)	Description	As of Date / System Release
<a href="#">MO ACTS Automated Case Monitoring: SMS Messages Functionality</a>	In this section you will learn how cases can be monitored by using MO ACTS to automatically send SMS messages to contacts in order to efficiently track their symptoms if/as they arise.	9/17/20 Version 3.1
<a href="#">MO ACTS Multiple Exposures for One Contact</a>	Learn about how MO ACTS will now show if a Contact to a COVID-19 case has had multiple exposures.	9/11/20 Version 3.0
<a href="#">MO ACTS System UI Enhancements</a>	Learn about various User Interface (UI) enhancements, including: additions to List Views, a new editable County field, enhancements to picklists, and a new Provider Name field.	9/11/20 Version 3.0
<a href="#">MO ACTS Surge Resource Enhancements</a>	Learn about case visibility when case ownership is transferred to a surge resource in your jurisdiction.	9/11/20 Version 3.0
<a href="#">MO ACTS Auto Task Logging for Calls Functionality</a>	In this section, you will learn how the process for logging calls has been updated to occur automatically during the Contact Outreach Process.	9/11/20 Version 3.0
<a href="#">MO ACTS Inbound Calling Functionality</a>	In this section, you will learn how the process for logging calls has been updated to occur automatically during the Contact Outreach Process.	9/11/20 Version 3.0
<a href="#">MO ACTS Reporting Functionality</a>	Learn about the various reports that Business Admins and Supervisors are able to utilize to track usage of the MO ACTS System, the time it took for a contact tracing case to move to monitoring and support, and the ability to export reports and import data through the View/Configure Setup Menu Export Reports permission.	9/11/20 Version 3.0



<a href="#"><u>MO ACTS Email Functionality</u></a>	Follow these steps the first time you send an Email through MO ACTS to set up a template.	8/20/2020 Version 1.1
<a href="#"><u>MO ACTS Change County or Jurisdiction Functionality</u></a>	In this section you will learn how to update a Contact to a COVID-19 Case's county in the Personal Details screen of the Guided Script as well as how to change the Case's jurisdiction – Including important considerations related to this change.	8/20/2020 Version 1.1



# MO ACTS Automatic Case Monitoring: SMS Messages Functionality

In this section you will learn how cases can be monitored by using MO ACTS to automatically send SMS messages to contacts during their quarantine duration in order to efficiently track their symptoms if/as they arise.

MO ACTS will automatically generate SMS messages to actively monitor contacts by linking to a form to collect symptoms every day for the duration of quarantine (14 days since the last exposure date). This will occur as long as the case meets the following criteria:

1. The **phone number field** on the case record is populated
2. The **email field** on the case record is populated
3. The **birth date** field on the case record is populated

The data entered by the Contact each day will generate a monitor record in MO ACTS as depicted below which the Contact Tracer can view in the Contact Outreach Case record.

**NOTE:** If when speaking to the Contact they are aware of and provide a new date of last exposure, the contact tracer can manually update this field in Salesforce **and** EpiTrax individually. The monitoring would then continue 14 days past the most recently populated Last Exposure Date

Monitoring UI-00000131

**Details**

Monitoring Number	UI-00000131	Outcome	Unable to Contact: Please Specify
Case	00002717	Other: Please Specify	
Assessment Date	9/10/2020	Record Type	Contact Outreach
Assessment Time			
Status	Closed - Unanswered		
Automated Monitor Record	<input checked="" type="checkbox"/>		

**Monitoring Status**

Seen your provider since we spoke?		Is quarantine or isolation ending today?	
Require assistance to remain isolated?			

**Quarantine Tracking**

Had a test since we spoke?	
----------------------------	--

**Symptoms**

New Symptoms?	Yes	Fever	
Chills		Measured temperature	
Abdominal Pain		Unit	
Cough	Yes	Headache	Yes
Diarrhea		Muscle Aches/Pains (Myalgia)	
Difficulty Breathing		Sore Throat	
Loss of appetite		Vomiting	
Loss of Smell and/or Taste		Other Symptoms	

Created By: Automated Process, 9/8/2020, 1:32 AM  
Last Modified By: Joe Pieczynski, 9/10/2020, 2:23 PM

## NOTE:

The MO ACTS system will attempt to send a message if there are one or more phone number(s) pre-populated to the case record, even if the phone is a landline. At this time, we cannot track if a message



was received, however, **we recommend asking the contact during the outreach process whether or not they would like to receive a SMS message to monitor their symptoms.** If not, the contact tracer can bypass auto case monitoring for the contact by using the checkbox pictured below within the **Case Details** under the **Symptoms** section and can follow the standard case monitoring procedures in place.

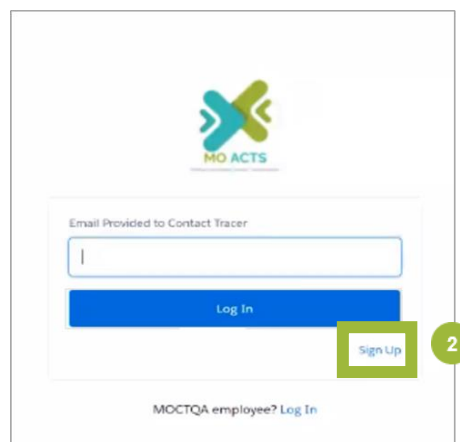
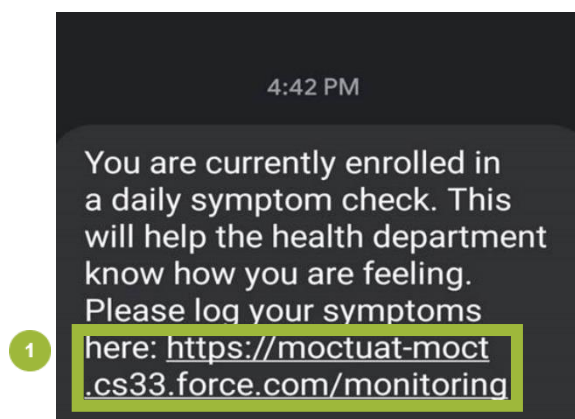
▼ Symptoms


Symptom Onset Date		Headache	Yes
Symptom Resolution Date		Fatigue	Yes
Fever	Yes	Cough	Yes
Fever Temperature		Wheezing	Yes
Feverish	Yes	Shortness of Breath	Yes
Chills	Yes	Difficulty Breathing	Yes
Rigors	Yes	Chest Pain	
Muscle Aches & Pains	Yes	Vomiting	Yes
Runny Nose	Yes	Abdominal Pain	Yes
Sore Throat	Yes	Diarrhea	Yes
Loss of Smell and/or Taste		Other Symptoms	

Automated Monitoring Bypass
☐

For awareness, this is what the Contact to a COVID-19 Case will see and the steps they will take once they receive the text to provide and track their symptoms, starting with signing in for the first time.

1. The contact will receive the SMS message at **9 AM CST** every day during the quarantine period.
2. The contact will click the link, and then will need to select **Sign Up** for their first-time logging in. If not, they will receive an error message.
3. Once signed up and authenticated, they will enter their information (**First Name**, **Last Name**, and **Birthdate**) as was given to the contact tracer and select **Next**.
4. Then, they will be able to track their symptoms which will then be collected in the monitor record automatically.








0260.079@mactmonitoring.com [Log Out](#)

Please enter the following data as given to the contact tracer:


3

\* First Name 

\* Last Name 

\* Birthdate 


Next





0260.079@mactmonitoring.com [Log Out](#)


Lucas, in the last 24 hours have you experienced any of the following symptoms:


4


Sore Throat   
No


Headache   
No


Vomiting   
No

Loss of Appetite   
No

Diarrhea   
No

Fever   
No

Cough   
No

Chills   
No



# MO ACTS Multiple Exposures for One Contact

On the **Person Account** section of the Contact to COVID-19 case, contact tracers will now be able to see multiple exposures to positive or probable COVID-19 cases listed out under the **Cases Section**.

**NOTE:** The contact to COVID-19 case is de-duped when the information comes over from EpiTrax into MO ACTS.

1. To see the multiple exposures, navigate to the **Person Account** by clicking on the **Contact Name** from the List Queue or select **View** from the drop-down field under **Contact Details** from the **Case**.

The screenshot shows the MO ACTS interface. On the left, the 'Contact Details' section for 'Allene Iturbide' is visible. A green box highlights the 'View' button next to the 'Person ID' field. The right pane shows the 'Person Account' details for 'Allene Iturbide', including contact information and a map of their location.

2. The list of Positive or Probable Cases for the Contact will displayed under **Cases** if applicable.

The screenshot shows the MO ACTS interface with the 'Cases' section highlighted. The 'Cases' section displays a list of cases for the contact 'Sarene Herbert Wofenden'. The table below shows the details of these cases.

Case	Contact Name	Subject	Priority
00007426	Sarene Herbert Wofenden	Possible Contact: Oct 4th	Medium
00002717	Sarene Herbert Wofenden	Possible Contact: Sep 6th	Medium



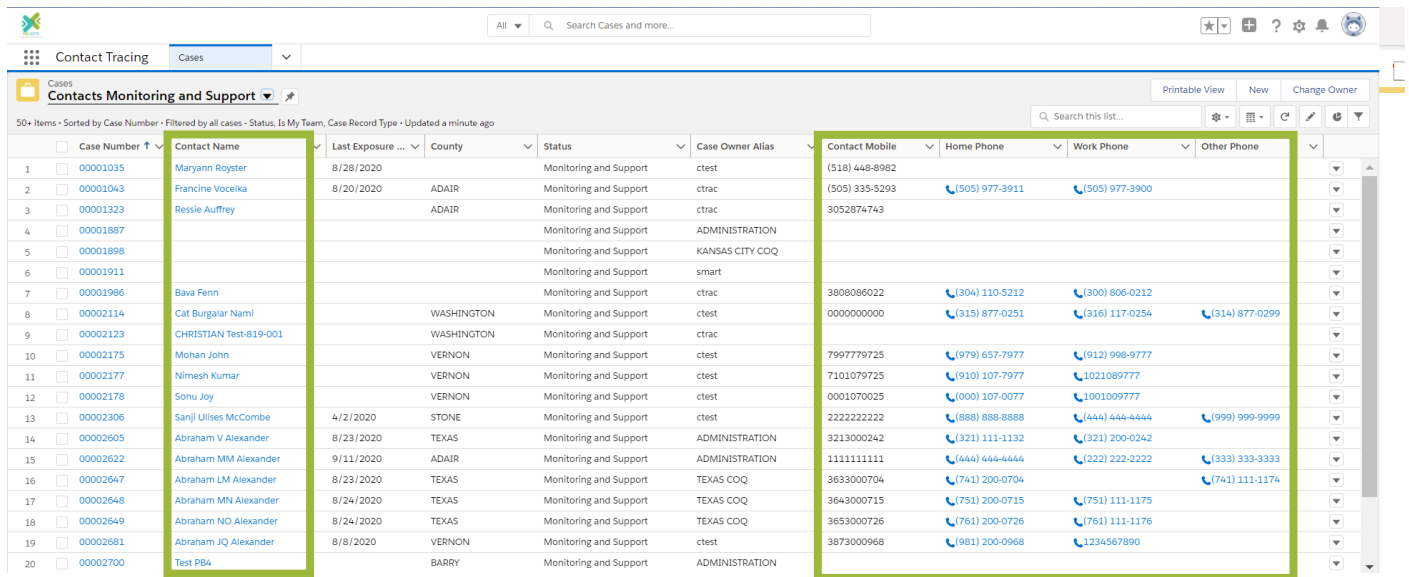
# MO ACTS System UI Enhancements

In this section you'll learn about new user interface enhancements in MO ACTS.

## List View

In all list views, contact tracers now have the ability to see the following additional fields:

- Contact Name
- All Phone Numbers within the record (Mobile, Home, Work, Other)




Case Number	Contact Name	Last Exposure ...	County	Status	Case Owner Alias	Contact Mobile	Home Phone	Work Phone	Other Phone
00001035	Maryann Royster	8/28/2020	ADAI	Monitoring and Support	ctest	(518) 448-8982	(505) 977-3911	(505) 977-3900	
00001043	Francine Voceika	8/20/2020	ADAI	Monitoring and Support	ctrac	(505) 335-5293			
00001323	Ressie Auffrey		ADAI	Monitoring and Support	ctrac	3052874743			
00001887				Monitoring and Support	ADMINISTRATION				
00001898				Monitoring and Support	KANSAS CITY COQ				
00001911				Monitoring and Support	smart				
00001986	Bava Fenn			Monitoring and Support	ctrac	3808086022	(304) 110-5212	(300) 806-0212	
00002114	Cat Burgalar Nami		WASHINGTON	Monitoring and Support	ctest	0000000000	(315) 877-0251	(316) 117-0254	(314) 877-0299
00002123	CHRISTIAN Test-819-001		WASHINGTON	Monitoring and Support	ctrac				
00002175	Mohan John		VERNON	Monitoring and Support	ctest	79977779725	(979) 657-7977	(912) 998-9777	
00002177	Nimesh Kumar		VERNON	Monitoring and Support	ctest	7101079725	(910) 107-7977	1021089777	
00002178	Sonu Joy		VERNON	Monitoring and Support	ctest	0001070025	(000) 107-0077	1001009777	
00002306	Sanji Ulises McCombe	4/2/2020	STONE	Monitoring and Support	ctest	2222222222	(888) 888-8888	(444) 444-4444	(999) 999-9999
00002605	Abraham V Alexander	8/23/2020	TEXAS	Monitoring and Support	ADMINISTRATION	3213000242	(321) 111-1132	(321) 200-0242	
00002622	Abraham MM Alexander	9/11/2020	ADAI	Monitoring and Support	ADMINISTRATION	1111111111	(444) 444-4444	(222) 222-2222	(333) 333-3333
00002647	Abraham LM Alexander	8/23/2020	TEXAS	Monitoring and Support	TEXAS COQ	3633000704	(741) 200-0704		(741) 111-1174
00002648	Abraham MN Alexander	8/24/2020	TEXAS	Monitoring and Support	TEXAS COQ	3643000715	(751) 200-0715	(751) 111-1175	
00002649	Abraham NO Alexander	8/24/2020	TEXAS	Monitoring and Support	TEXAS COQ	3653000726	(761) 200-0726	(761) 111-1176	
00002681	Abraham JQ Alexander	8/8/2020	VERNON	Monitoring and Support	ctest	3873000968	(981) 200-0968	1234567890	
00002700	Test PB4		BARRY	Monitoring and Support	ADMINISTRATION				





## Editable County Field

A new county field that you can edit has been added on the page layout during the outreach process to the contact to a COVID-19 case.

 **Confirm Personal Details**

Before we start, let's make sure we have your correct contact information.

This information will be kept confidential according to the law and will not be available to the public.

**Validate Address**

Address

City


State/Province

Zip/Postal Code

Country

County

BOONE

☐ Do Not Change Jurisdiction 

**WARNING:**  
Changing jurisdiction will change after you finish the call and you will no longer be able to access this record! Check the above box if you do not want to change the jurisdiction.

## Enhanced Picklists

Additionally, the picklists have been updated so that they are more user friendly to navigate. For example, in the Clinical Information section of the guided script, you can now select from the **Available Conditions** list by holding down CTRL + clicking, then click the right arrow to add them to the **Selected Conditions** list.

 **Clinical Information**

Now I would like to ask if you have any of the following health conditions.

Do you have any underlying conditions?

Select an Option

Do you have any underlying conditions?

Available Conditions

- Diabetes
- High Blood Pressure (Hypertension)
- Severe Obesity (>=40)
- Chronic Liver Disease
- Chronic Lung Disease (asthma/em...

Unlisted Conditions


Selected Conditions

Previous Next



## New Provider Field

A new field for **Provider Name** has been added that will pre-populate in the guided script flow if there is a value present in the Case Detail Page.

 **Referrals**

Do you have a healthcare provider?

Yes

Provider Name

Now that you have been informed about your exposure to COVID-19, what is your plan for getting tested for COVID-19?

Testing Plan

Already tested - pending results

*[Based on symptoms and testing does this contact meet probable or confirmed case definition for your jurisdiction?]*

Probable or Confirmed Case?

Yes

*[If test results pending or plan to get tested]:*

Please note that if you are tested and your test shows you have coronavirus, someone from the health department will contact you again to discuss the next steps.

Previous

Next



# MO ACTS Surge Resource Enhancements

In this section you will learn about case visibility when jurisdiction case ownership is transferred to a surge resource.

Previously, in MO ACTS, if a contact to a COVID-19 case record's ownership transferred from a jurisdiction to a surge resource (e.g. transferred the contact case to the Administration queue), anyone with jurisdiction access would lose access and visibility for that contact case. With the newest MO ACTS system enhancement, a jurisdiction will not lose access and will still be able to view the case.

The following steps will demonstrate how a contact tracer can change the ownership of a case.

1. First, select **Change Owner** from the case record.

The screenshot shows the MO ACTS interface. On the left, there's a sidebar with 'Actions & Recommendations' and 'Account Details'. The main area displays a case record for 'Possible Contact: (Unknown Date)'. The case status is 'Outreach Underway'. The 'Change Owner' button is highlighted with a green box and a green circle with the number 1. Below the case record, there's a 'Details' section with various fields like 'EpiTrax Case CMR', 'Contact Type', 'Last Exposure Date', etc.

2. Next you will see a pop up where you are able to search for and assign the case to either a person or queue.

The first screenshot shows the 'Change Case Owner' pop-up. It has a search bar labeled 'Search People...' and a checkbox for 'Send notification email'. Below, it says 'The new owner will also become the owner of these records related to 00001012 that are owned by you.' and lists 'Notes and attachments' and 'Open activities'. The 'Submit' button is at the bottom right.

The second screenshot shows the same pop-up, but with the 'People' and 'Queues' options selected in the search bar. A green box highlights these options, and a green circle with the number 2 is next to it.

The third screenshot shows the same pop-up, but with the 'Submit' button highlighted. A green circle with the number 3 is next to it.

3. Search for the person or queue you want to change ownership to and click **Submit**.



# MO ACTS Auto Task Logging for Calls Functionality

In the past, the Contact Tracer has taken steps to log a Contact Outreach call after it is placed. Now, MO ACTS will automatically create a task for every outbound call after the call is disconnected. The Contact Tracer can then update the task with the call intention and additional details.

In this section, you will learn how the process for logging calls has been updated to occur automatically during the Contact Outreach Process.

1. After disconnecting an outbound call, a new **Task tab** will automatically open.
2. You will find the **Contact's name and Case number** on top of the new window.
3. Complete the **Phone Call Details** by selecting the pencil icon to edit. **Call Direction** will be auto-populated as **Outbound**.

The screenshot shows the MO ACTS interface with a new 'Call' task. The task is titled 'Call' and is related to case 00001805 and contact Abel Maclead. The 'Phone Call' section is expanded, showing 'Call Direction' as 'OutBound' and other fields like 'Call Intention', 'Call Outcome', 'Due Date/Time', 'Phone', and 'Comments' with pencil icons for editing. A green box highlights the 'Phone Call' section, and a green circle with the number 3 is next to it.

4. Note that some fields on the following sections (Related to, Task information and System information) have also been auto populated for you. However, these fields can still be edited by selecting the pencil icon to edit.

The screenshot shows the MO ACTS interface with the 'Call' task details. The 'Related To' section shows the case number 00001805 and contact name Abel Maclead. The 'Task Information' section shows the subject 'Call', assigned to 'Contact Tracer', status 'In Progress', and priority 'Normal'. The 'System Information' section shows the task was created by 'Contact Tracer' on 9/10/2020 at 10:58 AM. A green box highlights the 'Related To', 'Task Information', and 'System Information' sections, and a green circle with the number 4 is next to it.



5. Once all the call information has been entered, save your changes.

Call Isolation / Quarantine

Contact Tracer

Completed

Normal

Created By: Contact Tracer, 9/10/2020, 10:58 AM

Last Modified By: Contact Tracer, 9/10/2020, 10:58 AM

Cancel Save 5

**NOTE:** If you go back to the **Activity History** section under the Contact's **Details**, you will find that the call has been successfully logged.

Activity History (3)

Subject	Create Date
Call: Isolation / Quarantine Follow Up	9/10/2020, 10:58 AM
Scheduled Call Back	8/4/2020, 6:33 PM
Call: Person was Reached	7/31/2020, 1:17 PM

View All



# MO ACTS Inbound Calling Functionality

Contact to a COVID-19 cases are now able to call back through the MO ACTS number and Tracers will receive these inbound calls.

The Contact to a COVID-19 Case will be calling the existing AWS number for both inbound calling and for SMS call backs (314-696-69920).

When a Contact to a COVID-19 Case calls, the call will follow routing logic based first on the case being associated to a phone number or next through the associated jurisdiction/county. There are three potential scenarios:

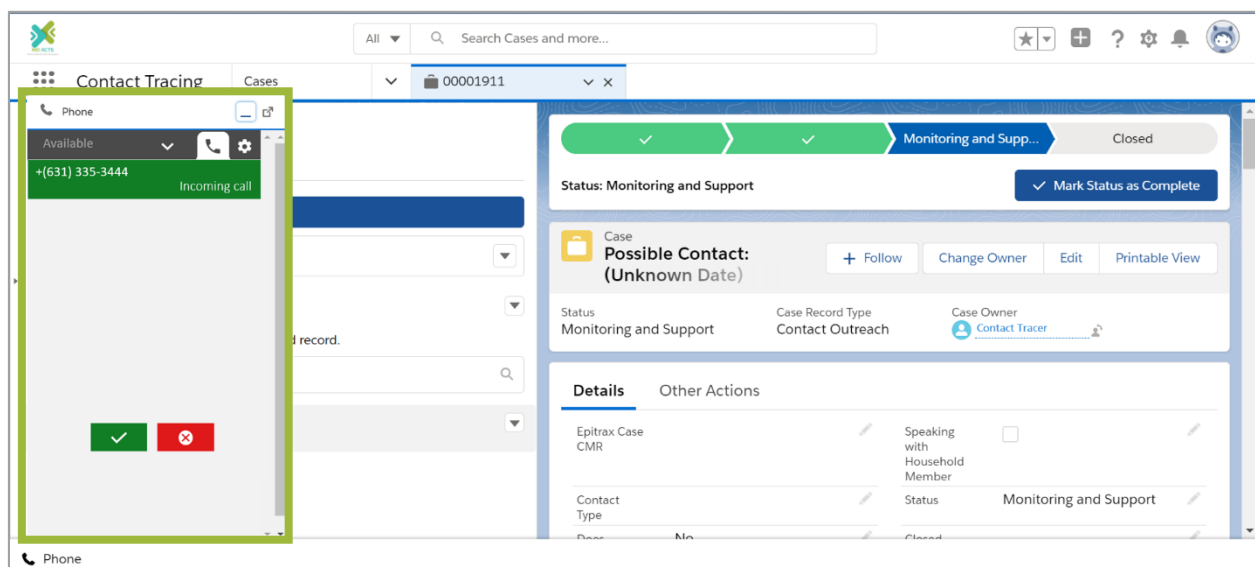
**Scenario A - Phone Number is Associated to a Case and Assigned to a Contact**

**Tracer:** The call will route to the Contact Tracer assigned to the case and if they are unavailable it will be route to the associated LPHA queue. If 60 seconds pass without an available agent to answer, the call will be routed to the DHSS queue for surge support. The call will then continuously loop and search for an available agent until the call is answered and processed.

**Scenario B - Phone Number is Associated with a Jurisdiction:** The call will route to the associated LPHA queue. If 60 seconds pass without an available agent to answer, the call will be routed to the DHSS queue for surge support. The call will then continuously loop and search for an available agent until the call is answered and processed.

**Scenario C - Phone Number has No Associated Jurisdiction:** The call will route to the Administration queue. If 60 seconds pass without an available agent to answer, the call will be routed to the DHSS queue for surge support. The call will then continuously loop and search for an available agent until the call is answered and processed.

Upon the contact tracer receiving an inbound call, the Contact Tracer's Amazon Connect softphone will automatically pop-up and show a screen similar to the one below.



#### NOTE:

- The phone number of the Contact to a COVID-19 Case of the incoming call will be displayed on top of the Amazon Connect screen.
- You will also find buttons to **Accept** or **Decline** the incoming call.



# MO ACTS Reporting Functionality

This section will walk through the various reports that Business Admins and Supervisors are able to utilize to track usage of the MO ACTS system, the time it took for a contact tracing case to move to monitoring and support, and the ability to export reports through the View/Configure Setup Menu Export Reports permission

## Export of Reports

1. On the **Reports** tab, open the report you would like to export data from by clicking on it.

The screenshot shows the MO ACTS interface with the 'Reports' tab selected. A list of reports is displayed, including '30 Day Total Contact by Owner and Status', 'Activities by Salesperson', 'Age of Cases Currently Open by Type', 'Aged Cases by Account', 'Aged Cases by Agent', 'Agent All Interval 30 Today', 'Agent Answer Rate This Week', 'Agent Performance (Current User)', and 'Agent Service Level 60'. The 'Aged Cases by Agent' report is highlighted with a green box, and a red circle with the number 1 is placed over it.

2. Click on the **drop-down arrow** next to the Edit button on the top-right side of the screen.

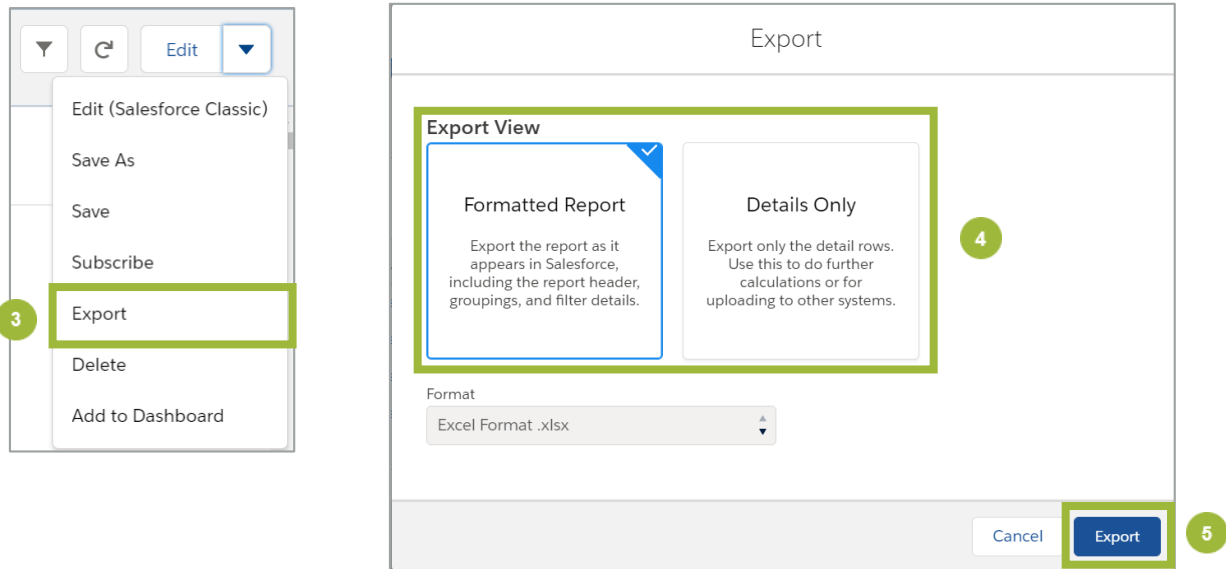
The screenshot shows the MO ACTS interface with the 'Aged Cases by Agent' report selected. The report title is 'Report: Cases Aged Cases by Agent'. The report shows a table of cases with columns for Case Owner, Case Number, Subject, Priority, Status, Type, and Age. The 'Edit' button is highlighted with a red box, and a red circle with the number 2 is placed over it.

Case Owner	Case Number	Subject	Priority	Status	Type	Age
Aaron Fernandes (4)	00001926	Possible Contact: (Unknown Date)	Medium	Awaiting Outreach	-	41
	00002302	Possible Contact: Aug 10th	Medium	Awaiting Outreach	-	9
	00002301	Possible Contact: Apr 2nd	Medium	Awaiting Outreach	-	9
	00002300	Possible Contact: Feb 29th	Medium	Awaiting Outreach	-	9
Subtotal						Max: 41
Abraham Alexander (4)	00001009	-	High	Awaiting Outreach	-	49
	00001024	-	Medium	Awaiting Outreach	-	49
	00001008	-	Medium	Awaiting Outreach	-	49
	00002026	Possible Contact: (Unknown Date)	Medium	Awaiting Outreach	-	24





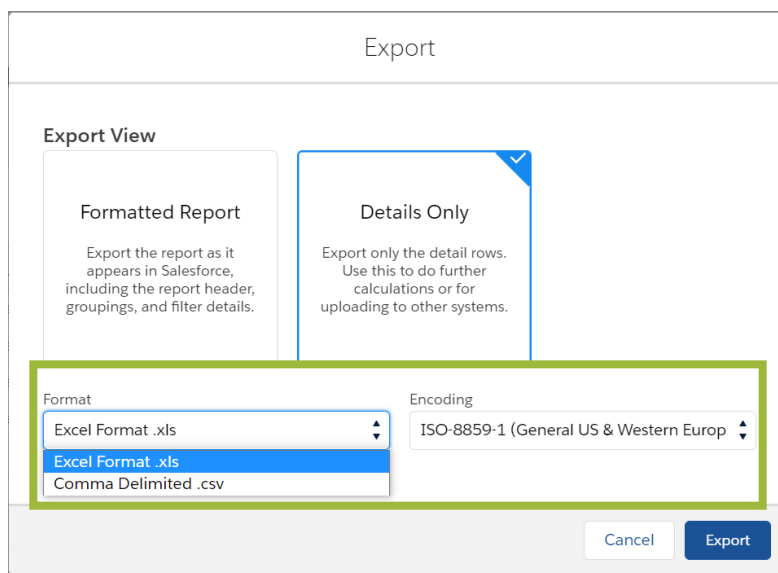
3. Select **Export** from the drop-down list.
4. Choose your desired **Export View**.
5. Click on the **Export** button.



**NOTE:**

If you **choose Details only as Export view**, you will be able to select:

- **Format:** Excel (.xls) or Comma delimited (.csv).
- **Encoding**



- The report will be automatically downloaded to your computer.

Subtotal							Max: 41
<input type="checkbox"/> Abraham Alexander (4)	00001009	-	High	Awaiting Outreach	-	49	
	00001024	-	Medium	Awaiting Outreach	-	49	
	00001008	-	Medium	Awaiting Outreach	-	49	
Row Counts	<input checked="" type="checkbox"/>	Detail Rows	<input checked="" type="checkbox"/>	Subtotals	<input checked="" type="checkbox"/>	Grand Total	<input checked="" type="checkbox"/>

Aged Cases by Ag...xlsx

6

Show all

## MO ACTS System Usage Reporting

You can now access a set of reports that track usage of the MO ACTS system (e.g. average number of monitoring records).

- On the **Reports** tab, click on **All Folders** from the menu on the left side of the screen.

## 2. Locate the **Contact Tracer Reports** folder and open it.

The screenshot shows the MO ACTS interface. At the top, there's a search bar and navigation icons. Below, the 'Contact Tracing' section is active, with the 'Reports' tab selected. A sidebar on the left lists 'All Folders' and '9 items'. The main table displays a list of reports with columns: Name, Created By, Created On, Last Modified By, and Last Modified Date. The 'Contact Tracer Reports' folder is highlighted with a green box, and a red circle with the number 2 is placed over it.

REPORTS	Name	Created By	Created On	Last Modified By	Last Modified Date
Recent	Amazon Connect Reports	Rajaguru Gurunathan	7/19/2020, 9:19 PM	Rajaguru Gurunathan	7/19/2020, 9:19 PM
Created by Me	Case Investigator Reports	Amit Mumbarkar	7/21/2020, 2:43 AM	Copado Integration	7/29/2020, 9:13 AM
Private Reports	Contact Tracer Reports	Amit Mumbarkar	7/21/2020, 2:43 AM	Copado Integration	7/27/2020, 2:58 AM
Public Reports	Dashboard Reports - Adoption	Dana Chamblee	7/10/2020, 7:10 AM	Dana Chamblee	7/10/2020, 7:10 AM
All Reports	Resource Coordinator Referrals	Amit Mumbarkar	7/21/2020, 2:43 AM	Amit Mumbarkar	7/21/2020, 2:43 AM
FOLDERS	Sales & Marketing Dashboards Reports	Dana Chamblee	7/10/2020, 7:10 AM	Dana Chamblee	7/10/2020, 7:10 AM
All Folders	Sales and Marketing Reports	Dana Chamblee	7/10/2020, 7:10 AM	Dana Chamblee	7/10/2020, 7:10 AM
Created by Me	Service Dashboards Reports	Dana Chamblee	7/10/2020, 7:10 AM	Dana Chamblee	7/10/2020, 7:10 AM
Shared with Me	Supervisor Reports	Amit Mumbarkar	7/21/2020, 2:43 AM	Amit Mumbarkar	7/21/2020, 2:43 AM

## 3. You will find some helpful new reports.

The screenshot shows the MO ACTS interface with the 'Contact Tracing' section and 'Reports' tab. The 'Contact Tracer Reports' folder is open, showing a list of reports. The table has columns: Name, Description, Folder, Created By, Created On, and Subscribed. The 'Open Monitoring with New Symptoms Report' is highlighted with a green box.

REPORTS	Name	Description	Folder	Created By	Created On	Subscribed
Recent	Open Monitoring with New Symptoms Report		Contact Tracer Reports	Copado Integration	7/27/2020, 2:58 AM	
Created by Me	30 Day Total Contact by Owner and Status		Contact Tracer Reports	Copado Integration	7/27/2020, 2:58 AM	
Private Reports	Total Contacts by Jurisdiction		Contact Tracer Reports	Copado Integration	7/27/2020, 2:58 AM	
Public Reports	Avg follow-up during quarantine/Contact		Contact Tracer Reports	Onyema Ozieh	8/28/2020, 9:14 AM	
All Reports	Avg time from Contact Load to Underway		Contact Tracer Reports	Onyema Ozieh	8/31/2020, 1:37 PM	
FOLDERS	Avg time from Contact Load to Outreach		Contact Tracer Reports	Onyema Ozieh	8/26/2020, 1:02 PM	
All Folders	Number of Contacts loaded into MO ACTS		Contact Tracer Reports	Onyema Ozieh	9/8/2020, 8:58 AM	
Created by Me						
Shared with Me						

See below for some example reports.

## MO ACTS Report Examples

### Average Time from Contact Load to Outreach:

This report shows the average amount of time it takes a Contact to a COVID-19 Case to be successfully reached by tracers from the moment they were loaded into MO ACTS. For each contact, you will also find helpful columns indicating: Case Owner, Case Number, Case Created Date, Interview Completed Date and the Case's status.

Report: Activities with Cases Avg time from Contact Load to Outreach						
Total Records: 40    Total Time from Contact Load to...: 256    Average Time from Contact Loa...: 6						
Case Owner	Case Number	Case: Created Date	Interview Completed Date	Time from Contact Load to Outreach (day)	Status	
ADMINISTRATION (4)	00001805	7/27/2020	7/29/2020, 8:52 AM	2	Open	
	00001805	7/27/2020	7/29/2020, 8:52 AM	2	Completed	
	00001805	7/27/2020	7/29/2020, 8:52 AM	2	Completed	
	00001805	7/27/2020	7/29/2020, 8:52 AM	2	Completed	
Subtotal				8	Avg: 2	
Contact Tracer Test User 1 (2)	00002743	9/8/2020	9/8/2020, 6:48 AM	0	Open	
	00002743	9/8/2020	9/8/2020, 6:48 AM	0	Open	
Subtotal				0		
Row Counts <input checked="" type="checkbox"/> Detail Rows <input checked="" type="checkbox"/> Subtotals <input checked="" type="checkbox"/> Grand Total <input checked="" type="checkbox"/>						

### Average Follow-up during Quarantine/ Contact:

This report shows the total number of monitoring records entered by the Contact to a COVID-19 Case as well as the average amount of monitoring records logged. For each contact, you will also find helpful columns indicating: Contact Name, Case Number, Date and Time the case was opened, and the Case Owner.

Report: Cases Avg follow-up during quarantine/Contact					
Total Records: 1,581    Total Number of Monitoring rec...: 1,414    Average Number of Monitoring r...: 1					
	Contact Name	Case Number	Date/Time Opened	Case Owner	Number of Monitoring records
1	Rocky Bhai	00002071	8/17/2020, 11:55 PM	Rajaguru Gurunathan	0
2	Wayne Rooney	00002079	8/18/2020, 3:39 AM	Contact Tracer Test User3	0
3	Fede Valverde	00002069	8/17/2020, 10:33 PM	Contact Tracer Test User 10	0
4	Subash Thomas	00002068	8/17/2020, 9:54 PM	Contact Tracer Test User3	0
5	Hareesh Ravindran	00002078	8/18/2020, 2:19 AM	MONTGOMERY COQ	0
6	Akbar V Khan	00002072	8/18/2020, 1:21 AM	Contact Tracer Test User 9	0
7	Amar Akbar Anthony	00002073	8/18/2020, 1:40 AM	ADMINISTRATION	0
8	Amar V Antony	00002070	8/17/2020, 11:39 PM	Contact Tracer Test User 9	0
9	Bijo Q Fariz Rafique	00002257	8/31/2020, 10:14 PM	Contact Tracer Test User15	0



## Number of Contacts Loaded into MO ACTS:

This report shows all contacts loaded into MO ACTS with information on the date and time these cases were opened.

Report: Cases		Number of Contacts loaded into MO ACTS				
Total Records		1,306				
	Date/Time Opened					
1	8/17/2020, 11:55 PM					
2	8/18/2020, 3:39 AM					
3	8/17/2020, 10:33 PM					
4	8/17/2020, 9:54 PM					
5	8/18/2020, 2:19 AM					
6	8/18/2020, 1:21 AM					
7	8/18/2020, 1:40 AM					
8	8/17/2020, 11:39 PM					
9	8/31/2020, 10:14 PM					

Other useful new reports available are:

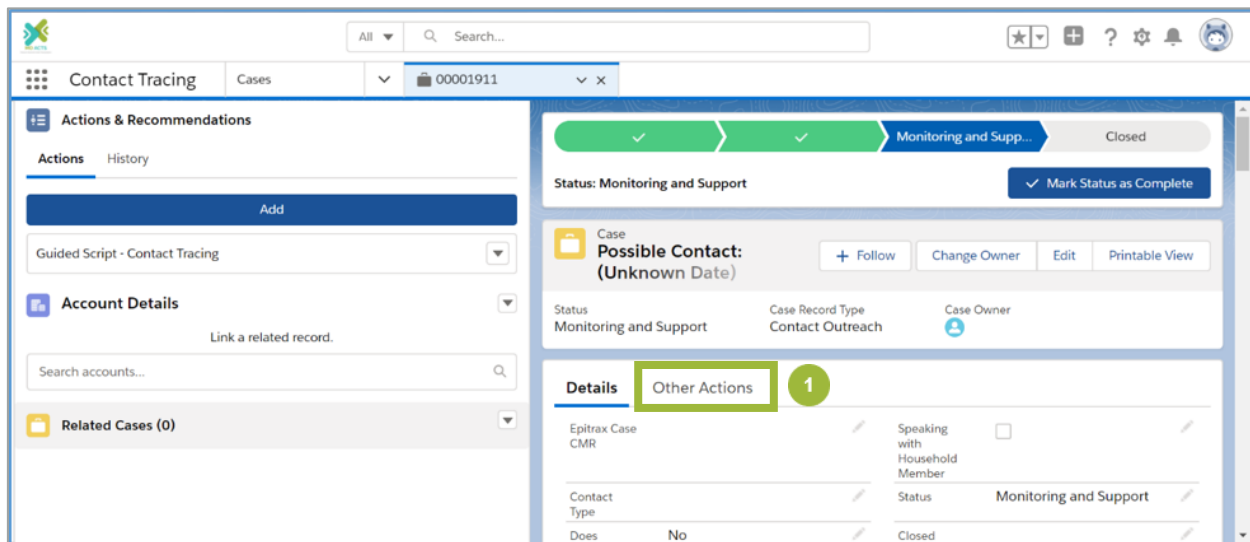
Report	Description
<b>Number of Outreaches (day by day)</b>	Shows the number of tasks created grouped by day.
<b>Number of Users Actively Using the System</b>	Shows the number of users that have logged in in the last 14 days.



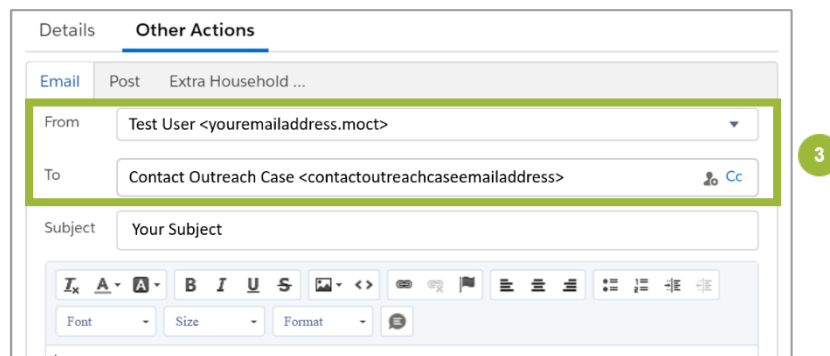
# MO ACTS Email Functionality

Users will have the ability to send an email to a contact after a call has successfully been completed when the Contact to a COVID-19 Case is in the Outreach Underway or Monitoring and Support statuses. To do so, follow these steps:

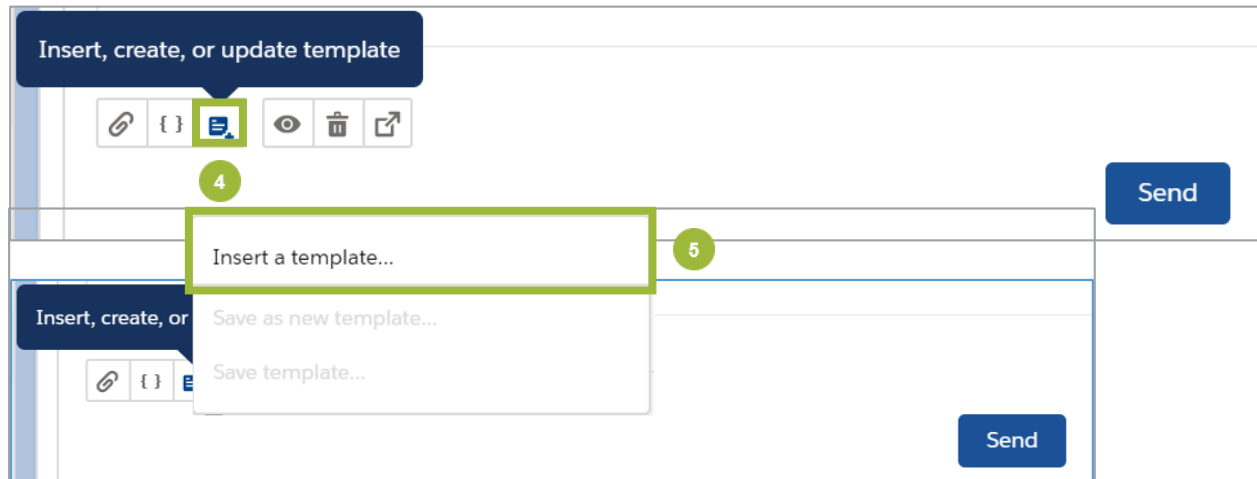
1. Navigate to the selected Contact to a COVID-19 Case tab. On the **Details** section, click the **Other Actions** tab.
2. The Email tab will open. Click on the **Compose** button.



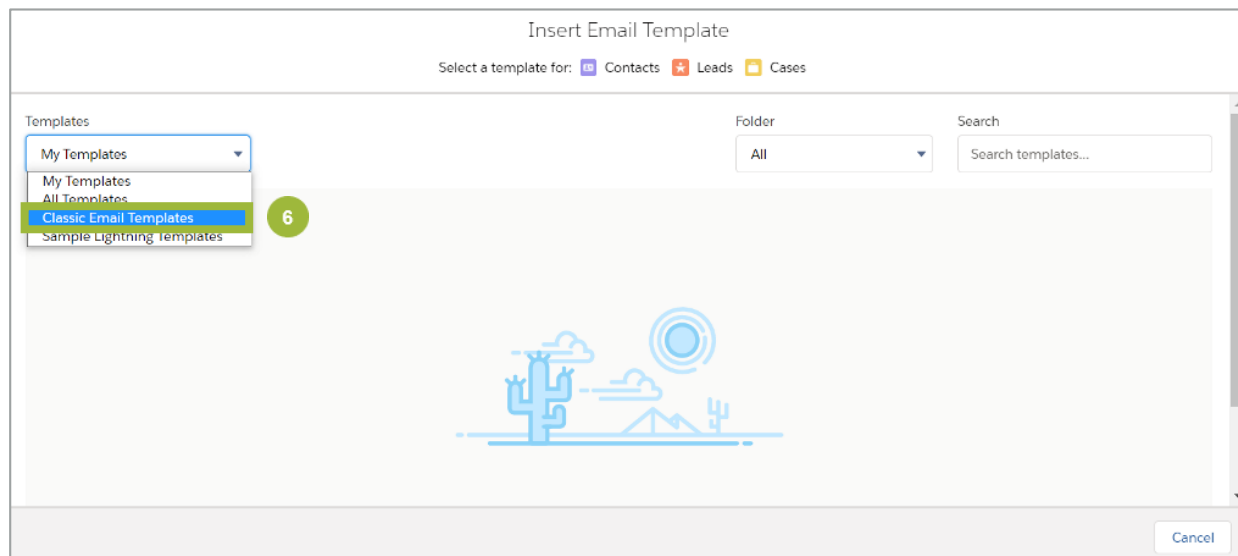
3. The Email window displays. You will see your email address defaulted in the **From** field. Also, the contact's email address (if provided) will be pre-populated in the **To** field. These fields are editable, if necessary.



- Before composing your message, scroll down and click on the **Insert, create, or update template** button.
- Click on **Insert a template**.



- A new window opens. On the left, select **Classic Email Templates** category from the drop-down.

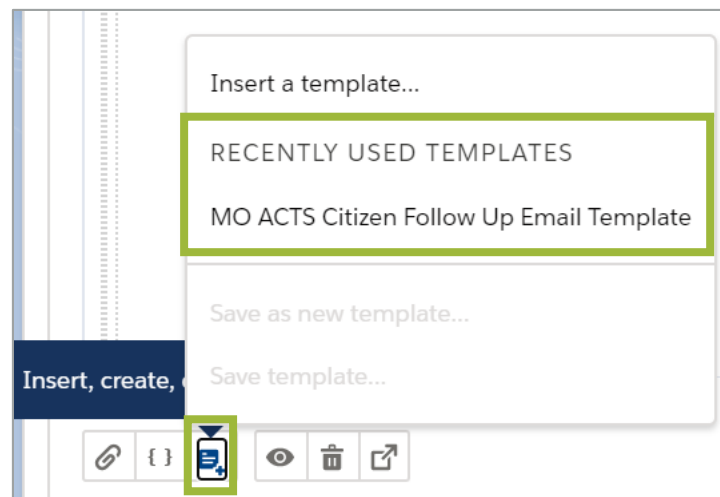


- Select **MO ACTS Citizen Follow Up Email** template. This will render an email header and footer based on the Case Owner's jurisdiction.

**NOTE:** Templates vary among jurisdictions so no pre-set body message will display.

Name	Description	Folder
MO ACTS Citizen Follow Up Email Template	MOCT-R1.1-US#14	Unfiled Public Classic Email Templates
Feeling_Unwell_Template		Unfiled Public Classic Email Templates
Default Template		ACN_CommunitiesEmail
Outreach		ACN_CommunitiesEmail
Tasks: New assignment notification	Internal notification to task owner when new task is assi...	Task Email Templates
Positive and Contact Outreach_Custom	External email for positive and exposed contacts	CTC Email Templates
LBOH_Custom	External email for Local Board of Health to review a posi...	CTC Email Templates
Employer Letter Requested_Custom	External email to contacts when an employer letter is re...	CTC Email Templates

**NOTE:** After selecting it once, this template will become available as a **Recently Used Template**. You will find it for later use when clicking on the **Insert, create or update template** icon.



8. Now, you are ready to write your message. Fill in the desired content - either by typing a message, or copy-pasting one into the window. You can use the **tools bar** on top to change its format or the tools bar at the bottom to perform different actions:
  - a. Attach file
  - b. Preview email
  - c. Clear email and revert
  - d. Popout to docked view
9. Once you are satisfied with your message, click **Send**.



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Font Size Format

**B I U S**

Font Size Format

Springfield-Greene County HEALTH

Coronavirus Disease 2019 (COVID-19) Patient Responsibilities Notification

a b c d

Send

10. You have successfully sent an email. MO ACTS keeps a log of all your sent emails. It can be found by scrolling down the **Details** section of the case, under the Email category.

Emails (1)			
Subject	From Address	To Address	Message Date
Confidential: Follow ...	youremailaddress.moct	ContactOutreachCase...	8/20/2020, 10:51 AM
<a href="#">View All</a>			

**NOTE:** Any replies from the contact will be routed to the **sender's inbox**.



# MO ACTS Change County or Jurisdiction Functionality

On the **Personal Details** section of the Guided Script, users will see the contact's **County**.

**NOTE:** This field is considered **mandatory** to continue to the next section of the script.

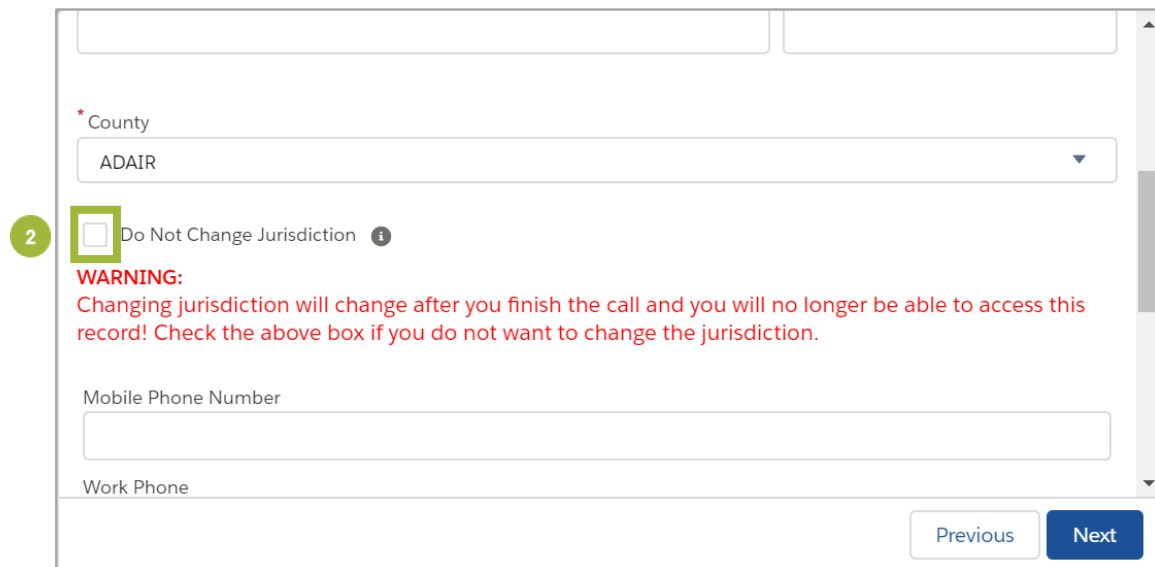
1. To change the county, click on the drop-down field and select the correct **County**.

The screenshot shows the MO ACTS interface. On the left, there's a sidebar with 'Actions & Recommendations' and a 'Guided Script - Contact Tracing' section. The main area displays the 'Personal Details' section of a Guided Script. The 'County' field is highlighted with a green box and a red error message '\*PLEASE ENTER A COUNTY\*'. A green circle with the number '1' is placed over the County dropdown menu.

A close-up of the County dropdown menu. The list of counties is visible, starting with ADAIR and ending with CASS. A green circle with the number '1' is placed over the dropdown arrow.



2. If you want to change the county but **NOT** the jurisdiction select the **Do Not Change Jurisdiction** checkbox.



The screenshot shows a web form with several fields. At the top, there are two empty input boxes. Below them is a dropdown menu labeled "County" with "ADAIR" selected. A green circle with the number "2" is positioned to the left of a checkbox labeled "Do Not Change Jurisdiction". Below the checkbox is a red warning message: "WARNING: Changing jurisdiction will change after you finish the call and you will no longer be able to access this record! Check the above box if you do not want to change the jurisdiction." Below the warning are two more input fields labeled "Mobile Phone Number" and "Work Phone". At the bottom right of the form are two buttons: "Previous" and "Next".

**NOTE:**

If you **do not** use this checkbox, the jurisdiction will change and therefore:

- **Permissions** for this case will change as well, preventing you from accessing this record after saving. The case will also disappear from the current queue once it is closed (e.g. once the call ends).
- If the jurisdiction that the case is assigned to does not have any users in the MO ACTS platform, the case will be directed to the **Administration queue**.

